

About your information

What will happen to the information I give you?

Your personal details will be held confidentially in accordance with the Data Protection Act and will only be used for the purpose of helping the NHS.

Your details will be used to send you the second questionnaire **After your operation**, to your home.

We will hold your personal details for up to a year. If we want to use your information for anything else, or hold the information for more than a year, we will write to you and ask your permission.

Why are other organisations used to help with the programme?

The NHS uses other organisations to help handle and analyse the data you give us. Only organisations with a long track record of expertise in these areas have been chosen to support the NHS on PROMs.

Will my personal details be safe?

Published reports will not contain any personal details. The handling and storage of personal information will be undertaken to the very highest standards.

How to contact us:

You can contact us through any of the means below if you have any questions or would like more information about PROMs, the questionnaires, confidentiality or how your personal details will be held and used.

Telephone the freephone helpline:

0800 917 1163

Visit the PROMs website at:

www.nhs.uk/proms

Email:

doh.helpforpatients@nhs.net

By Post:

**PROMs Survey
PO Box 909
Aylesbury
HP22 9HT**

THANK YOU FOR YOUR HELP

PROMs is run by Northgate Information Solutions
in partnership with Quality Health on behalf of the Department of Health
www.Northgate-IS.com www.Quality-Health.co.uk

NHS

*listening
to patients*

*We want to
have our say*



PROMS

What are PROMs?

PROMs are Patient Reported Outcome Measures.

The NHS is asking patients about their health and quality of life – before they have an operation, and then about their health and the effectiveness of the operation after it has happened.

All NHS patients wherever they are treated who are undergoing hip replacement, knee replacement, varicose vein or groin hernia surgery are being invited to fill in PROMs questionnaires.

Why are we doing this?

We want to improve the outcomes of operations – and it's crucial to ask patients what they think.

PROMs will help the NHS improve still further the quality of outcomes for patients, and will help hospitals reach the very best standards of care.



What happens next?

You will be asked to fill in a short questionnaire when you go to hospital **Before your operation**. Once you have filled in your consent form and completed your questionnaire, your answers will be held by the NHS Information Centre for Health and Social Care.

In a few months time depending on which sort of operation you have had you will be sent an **After your operation** questionnaire to fill in and send back.

The information that you give us will help to measure and improve the quality of health services.

Do I have to take part?

Your help would be greatly appreciated by the NHS, but it is not compulsory. If you do not wish to take part, do not complete the questionnaire.

Do I have to give my consent to participate?

We do need your consent for your personal details to be used, and there is a consent form in the questionnaire that you will be given at the hospital.

Your personal details will be held by the NHS Information Centre so that we can send you a second questionnaire in a few months time. The NHS will also link this information to other details relevant to your operation. Your details will only be used to help the NHS.

The Patient Website at www.nhs.uk/proms has more information about how your data will be used.

Can I change my mind?

Yes, up to the point where the data is analysed and personal details removed. Withdrawing your information will not affect your medical or legal rights in any way. You can do so by contacting the PROMs team by any of the contact methods shown overleaf.